N-FOCUS Major Release
Children and Family Services
November 14, 2010

> *How will the Universal Caseload changes in N-FOCUS affect me? I work with an APS or CFS caseload.*

A Major Release of the N-FOCUS system is being implemented on November 14, 2010. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Foster Care Review Board: N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

Child and Family Services: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.

Expert System: All N-FOCUS users with responsibility for case entry for CC, FW, and IL, should read this section.

> *Universal Caseload changes addressed in this document will provide information pertinent to the APS/CFS Worker. For more detailed information regarding the changes made to N-FOCUS to accommodate the Universal Caseload, refer to the Release Notes for Economic Assistance Universal Caseload Workers.*

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General Interest and Mainframe Topics

Many changes have been made to N-FOCUS to accommodate the Customer Service Centers (CSC) and the Universal Caseload (UC) concept that is beginning to take effect in November 2010. These release notes provide an overview of the changes to N-FOCUS in relation to Universal Caseload and how they will affect staff who will continue to maintain an Assigned Caseload. Changes not related to the Universal Caseload are also included.

For more detailed explanation of the Universal Caseload changes, and how they will affect the Universal Caseload Worker, please refer to the Release Notes for Economic Assistance.

Notifying Clients of Universal Caseload (New)

Correspondence will be automatically sent to clients informing them when their case is transferred to the Universal Caseload. It will also inform them that future contact should be made to the ACCESSNebraska toll free telephone number and address provided.

Assignments Transfer Master/Program Case/Office Display (Change)

In anticipation of Universal Caseload delivery, the Transfer Master/Program Case Office actions have been removed. The display of a particular Office on the Master Case and most other windows is being removed. If a case moves from one office to another, the assignments can be transferred to the new Office.

List Office Position Window – (Change)

The List Office Position window has been rearranged to display Function, Service Delivery Group and Expertise. The Search criteria used to access this window will display in the Search By section at the top of the window.

The Function Count button will display the number of positions that have been assigned to the various UC Functions within the selected office.

Note: All N-FOCUS staff has the ability to view this information.

Search Office Position (Change)

Searches by Position Number, Staff Person and Office remain. Only active positions will be brought forward unless the Inactive Positions check box is selected. New searches available are by Function, Service Delivery Group and/or Expertise.

When a Universal Caseload option is selected, a Statewide search is also available by checking the Statewide check box.

Detail Office Position - Function and Specialization (Change)

The Detail Office Position window displays a Function field and Specialization button. The Function field and Specialization button are available to accommodate the Customer Service Centers and the Universal Caseload.

Note: If your position is not assigned to a Universal Caseload, the Function field will be blank and the Specialization button will not be enabled.

A new group box called `Alert/Work Task' is located on the first row of the Main Menu next to the Case Management icons. The FCRB group box has been moved to the second row next to the Children and Family Services group box. The remainder of the Main Menu is unchanged.
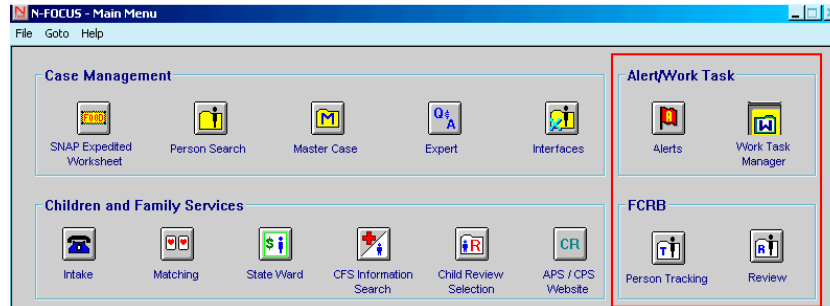
Workers who are part of the Universal Caseload will receive their daily assignments through the Work Task Manager.

UC Terminology Definition:

Work Task – A Work Task identifies a Master Case that needs to have work done on a Universal Caseload. The Work Task is displayed to a worker based on their Function (Interviewing, Processing – Initial, Processing – Daily, Processing – Ready, Change Management), Service Delivery Group (Adult or Family) and Language specialty.

Note: New Work Tasks will only display if the case is in the Universal Caseload.

Workers who are not part of the Universal Caseload will still access their designated Alerts by selecting the Alerts icon. If an Assigned Worker selects the Work Task Manager icon, the following error message will display.
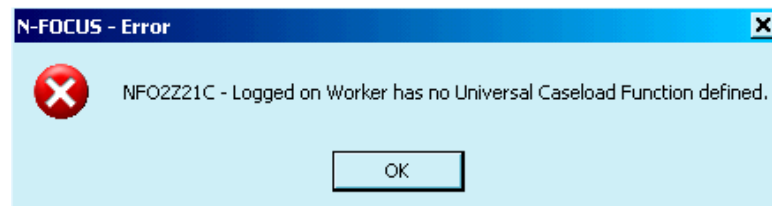
List Master Case Alerts/Work Tasks Window (New)

The List Master Case Alerts/Work Tasks window can be opened by selecting the Alerts/Work Task Toolbar icon from the following locations:

- Detail Master Case
- Detail Work Task
- List Eligibility Summary
- List Standard Narrative
- Detail Standard Narrative
- Consolidated Standard Narrative
- Detail Verification Request Tracking
- List Change Report
- Case Status List
- Expert System
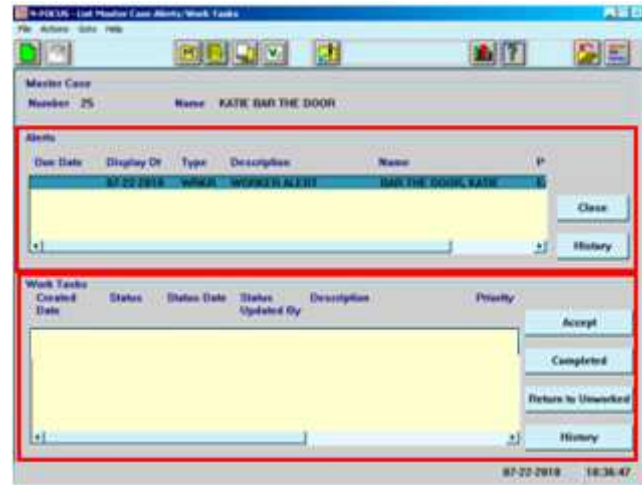
The Alerts icon from the Detail Master Case window has been changed to a combined window displaying both the Work Tasks and Alerts.

This window will display the Open Alerts for the Master Case. The Alerts displayed are all of the Alerts associated to all of the Program Cases within the indicated Master Case.

Alerts (Change)

Working with Alerts (Change)

Clearing Alerts from your Position List has not changed. In addition, you can also now work an Alert from the List Master Case Alerts/Work Task window. Doing so will remove the Alert from your Position List.
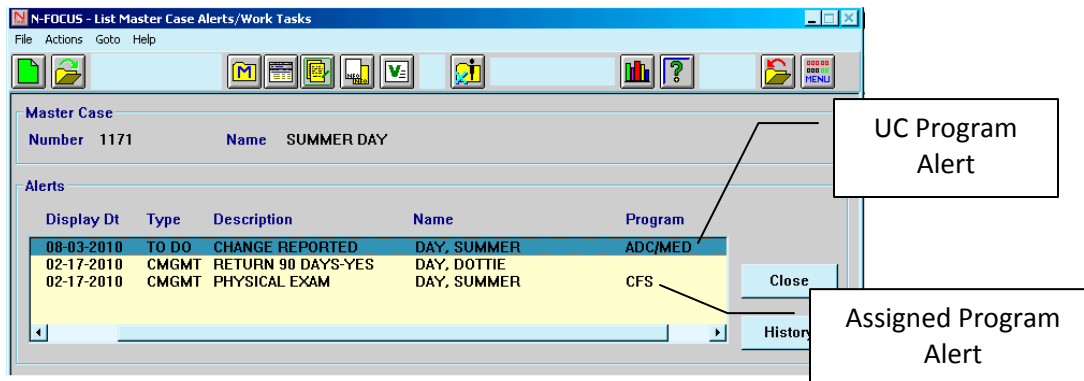
To close an Alert, follow these steps:

1. From the List Master Case Alerts/Work Task window, select the Alert(s).
   Alerts can be multi-selected by clicking each row.
2. Click the Close button.
   A confirmation window will display.

3. Click Yes.
   The Alert is removed from the list.

Note: Alerts Closed in this manner will be removed from your List Position Alert window.

It is possible that an Alert for an Assigned Program could be inadvertently closed by a Worker before the Assigned Worker had an opportunity to work with the Alert. In that instance, the Alert would remain on your List Position Alert window until you Clear the Alert.

Viewing Alert History (Change)

It is very important for assigned workers to close Alerts when they have completed the required action associated to the Alert. Doing so will help to prepare the case to be moved to the Universal Caseload in addition to making it easier to keep track of work that has and has not been completed on the case.

Closed Alerts will display on the Alert History window.

The List Master Case Alert window displays both the Open and Closed Alerts for the associated Master Case. Viewing this information may be beneficial in helping the worker become familiar with the case and recent actions which have taken place.

To view Alert History, follow these steps:

1. From the List Master Case Alerts/Work Task window, click the History button.
   Note: An Alert does not need to be selected to view Alert History.

   The List Master Case Alert Window will display.

Note: If a UC Worker Closed an Assigned Worker's Alert from the List Master Case Alerts/Work Tasks window, the Alert will display on this window in Closed Status. This will occur even if the Assigned worker has not Cleared the Alert from the List Position Alert window.
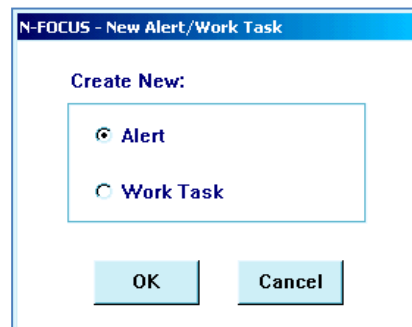
Alerts can be created from the List Master Case Alerts/Work Task window and the Detail Program Case window. Alerts created from the Detail Program Case window will be directed to the worker Assigned to that specific Program Case or to UC.

If an Alert is created from the List Master Case Alerts/Work Task window, a program will need to be selected. Only one program can be selected in this process. If multiple workers need to be notified, separate Alerts (one for each program) will need to be created.

Example
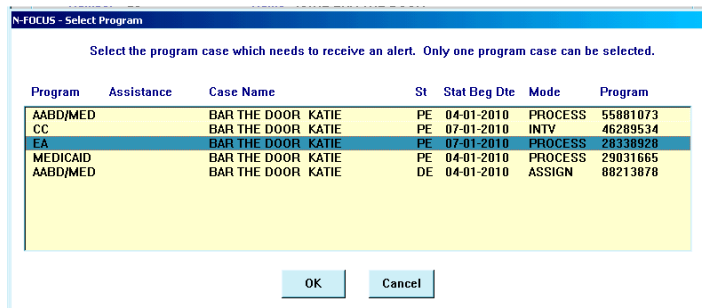
- If you are creating an Alert when there is an ADC and SNAP case in UC, only one Alert needs to be created. Be sure to note in the description all the programs involved.
- If there is a Service Coordinator on the AD Waiver case and the MED case is assigned to an SSW, and both workers need to be notified, two alerts need to be created so it will display for both workers.

To create a new Alert from the List Master Case Alerts/Work Task window, follow these steps:

1. Click the New icon.
   The New Alert/Work Task window will display.
2. Select the Alert radio button.
3. Click OK.
4. Select the program case which needs to receive an Alert.
   Note: Only one program case can be selected.

Program	Assistance	Case Name	St	Stat Beg Dte	Mode	Program
AABD/MED		BAR THE DOOR KATIE	PE	04-01-2010	PROCESS	55881073
CC		BAR THE DOOR KATIE	PE	07-01-2010	INTV	46289534
EA		BAR THE DOOR KATIE	PE	07-01-2010	PROCESS	28338928
MEDICAID		BAR THE DOOR KATIE	PE	04-01-2010	PROCESS	29031665
AABD/MED		BAR THE DOOR KATIE	DE	04-01-2010	ASSIGN	88213878

5. Click OK.
   The Detail Master Case Alert window will display.
6. Enter the Alert Description.
7. Click Save or Save and Close.

Mode (New)

Each Program Case has a Mode designation. The Mode is determined based on whether the Program Case is in an Assigned Caseload or the Universal Caseload and the lifecycle of the case. Mode designation is an automated process, however, workers have the ability to override the selected Mode or change Mode as necessary.

For cases not in the Universal Caseload, the Mode will be Assigned. The Assigned Mode indicates the case is assigned to either an Office Default position or a specific worker.

UC Program Cases are designated with a Mode of Interviewing, Processing or Change Management.

Note: Only Supervisors and Lead Workers have the ability to change a case from Assigned to Universal Caseload.

Program Cases Being Converted to Universal Caseload (New)

The following list indicates which Program Cases will be converted to the Universal Caseload:

Aid to Dependent Children/Medicaid (ADC/MED)
Assistance to Aged, Blind, Disabled/Medicaid (AABD/MED)
Child Care (CC)
Emergency Assistance (EA)
Supplemental Nutrition Assistance Program (SNAP)
Medical Assistance Only (MED)
Presumptive Eligibility Medicaid (PE)
Personal Assistance Services (PASS)
Retro Medical Assistance Only (RETRO MED)
Social Services Aged/Disabled (SSAD)
Social Services Children and Family (SSCF)
Transitional Medical Assistance – Grant (TMA-G)

Viewing Program Case Mode (New)

Mode designation can be viewed on the following windows:

Detail Master Case
Detail Program Case
Detail Master Case Assignments
Detail Program Case Assignments
Expert System Case Actions Main Window
Expert System Review/Recertification – Current Tab
Expert System Review/Recertification – Recertification Tab
Expert System Review/Recertification – Review Tab

Transferring UC Mode to Assigned Mode – Alert (New)

When a Program Case that was previously in a UC Mode is placed in an Assigned Mode, an alert will be created informing the Assigned Worker of the transfer. The Alert will not be created if the person transferring the case is the same person to whom the case is transferred.

Person Search Window (Change)

The Person Search criteria have been expanded to include the SSN Last Four Digits.

The City and State fields have also been added to the Person section of this window. In order to use the City and State fields as part of the criteria, the following criteria must be followed:

- City and State can only be entered if the search is Exact Spelling
- If you enter City, you must enter State
- You can search for State without including the City
- The Person's Last name must be included in the search criteria

Person Demographics Data Window - Race Code (Change)

The option of `Other' has been removed from the selection list for the Race field. The options of `Declined' and `Unknown' have been added. These changes have been made in order to collect more accurate Race information. Multi selecting of in the Race field is allowed.

There will not be a conversion of Person's whose Race is currently indicated as `Other'. Please make corrections to this field as the Person's Demographic information comes to your attention.

Gathering Language and Interpreter Information (New)

The Case Name Language and Interpreter Information window will display when a Program Case Name is created or changed, if the Interpreter Needed (Y or N) information was not previously recorded for the Case Name Person (as indicated in the above screen print of the Person Demographic Data window).

Detail Narrative Window Icons Added (Change)

The E-App Application Summary icon and the Document Imaging icon have been added to the Detail Narrative and the List Narrative windows.
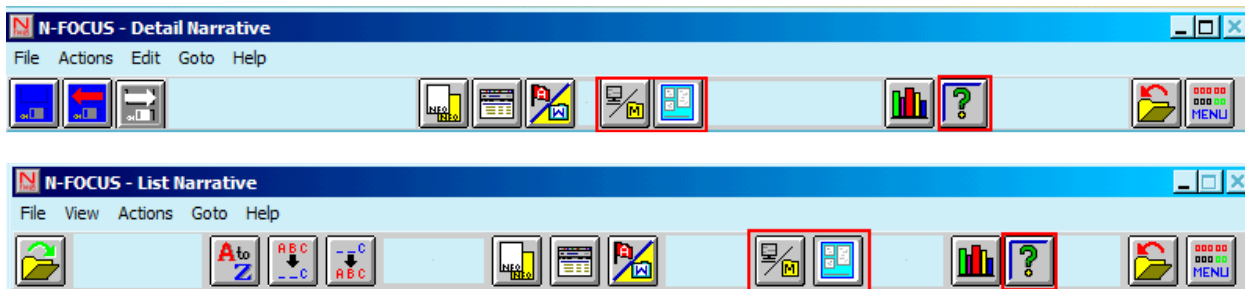
Tie Application (Change)

Tie Application for Reopening Cases (Change)

When reopening an SSAD, SSCF or EA case in the Mainframe you will be able to tie the Tie Program to Application window will display.

Organizations Added as Person (Tip)

Please make sure that an Organization is not added as a Person. Should this be entered in error, please contact Production Support so it can be corrected.

The screen print shown to the right is an example of this error from N-FOCUS Production.

Closing Service Provider (Tip)

Do not close a Service Provider on an Organization unless you are the Assigned Worker or have spoken to the person who is the Assigned Worker and received agreement that the Service Provider should be closed.

Correspondence

Notifying Clients of Universal Caseload (New)

Correspondence will be automatically sent to clients informing them when their case is transferred to the Universal Caseload. It will also inform them that future contact should be made to the ACCESSNebraska toll free telephone number and address provided.

Correspondence (Obsolete)

The Initial Appointment Letter and the Review/Recertification Letter will no longer be available.

Correspondence (New)

A new letter will automatically be sent when a case is changed from Assigned to UC Case Mode.

UC Mode for correspondence will be defined as a case in Interviewing, Processing, or Change Management. This indicates there is neither a primary worker assignment nor a designated office. An Assigned mode for correspondence indicates there is an Assigned Worker and Office.

Assigned Correspondence (No Change)

Correspondence created for an Assigned Case will continue to use the traditional Return Address for the Office of the assigned worker and the Standard Header (Case Number, Case Name, Contact -Worker Name, Office Phone #, Office Fax #, Toll free # , Date of Notice and Mail Date).

Return Address of Assigned Worker Example:
Department of Health and Human Services
PO box 446
Ainsworth NE 69210

Standard Header Example:
Case Number – 00000018
Case name – Joe Smith
CONTACT - CHILLI P WILLIE
Phone Number - (402)387-2523
Toll Free Number - (402)374-3838
Date of Notice - MAY 24, 2002
Mail Date - MAY 24, 2002
Reprint Date - MAY 25, 2002

Universal Correspondence (Change)

Correspondence created for a case in the Universal Caseload will use ACCESSNebraska as the Contact information. The telephone number will be the toll free VRU number, and the return Address will be the appropriate ACCESSNebraska Document Imaging Center (ANDI) PO Boxes based on the zip code of the Program Case Name recipient.

Return Address of Universal Caseload Example:
Department of Health and Human Services
PO Box 85801
Lincoln NE 68501-5801

Contact Information Example:
Case Number – 00000018
Case Name -- Joe Smith
CONTACT: ACCESSNebraska
Phone Number – (800)383-4278
FAX Number –) ANDI Hub Number
Date of Notice - MAY 24, 2002
Mail Date - MAY 24, 2002
Reprint Date - MAY 25, 2002

Claims Correspondence

N-FOCUS Billing Document (DHHS 5N)

The NFOCUS Provider Claim Form, DHHS-5N has been revised in the following manner:

- As a cost reduction measure, the instructions for completion of the 5N will no longer be printed on the back of each page of this multi-page form. Rather, the instructions will be available in English and Spanish on an instruction card, form FA-90-ES. This document may be ordered from Central Storage in Lincoln and it will be available in the near future via the public DHHS Claims Processing website.
- The front of the DHHS-5N has been modified in that the "Owner Tax No." field has been eliminated from the form and replaced with the legal notice which was formerly on the back of the DHHS-5N.
- Other fields were slightly modified insofar as size and location on the 5N.
- The ACCESSNebraska toll free phone number has been added at the bottom of this form.

To support Universal Caseload (UC) service delivery and to account for program cases no longer assigned to a Primary Worker, the Office listed will be determined by the following criteria:

- For UC Eligible Program Cases (even if not yet converted to Universal Caseload): CC, EA, SNAP, SSAD, SSCF and PASS
  - The Office is determined from the Program Case Name's zip code cross-referenced to an Office that has been designated for Claim Review.

- For Non-UC Program Cases (remain assigned to a Primary Worker): EF, DD cases, Medicaid waivers, CFS, IL, FW, JC, APS, Guardianship and Adoption cases
  - The Office listed on the Billing Document is the Office of the Primary Worker for the program case.

The new version of the DHHS-5N will be used once the current supply is used up, during the month of November. Both versions of the 5N will continue to be accepted.

Public Claims Processing Website

The following information, on several other topics related to NFOCUS providers, has been added to the public Claims Processing website http://www.dhhs.ne.gov/fis/ClaimsProcessing/ -

1. A series of questions and answers related to direct deposit and use of the US Bank® ReliaCard® Visa® debit card.
   - We strongly suggest that when local office or external partner staff receives inquires about how direct deposit or the ReliaCard work, that the inquirer be referred to the above mentioned website, or mail the inquirer an electronic or printed copy of the Q&A. If local office or external partner staff is unable to answer the provider or client question, then, direct client or provider to Kathi Tiede or Tom Ryan at Central Office.

2. Access to the FA-100 and FA-84 forms. One of these forms must be used for NFOCUS providers when they wish to use either direct deposit or the ReliaCard as their method for

receiving their provider payments. (In addition, if cash grant clients wish to receive their payment by way of direct deposit or the ReliaCard, they are to use the FA-100.)

- The FA-100 will no longer be available through the DHHS Support Services website, nor from Central Storage in Lincoln. Rather, it is to be downloaded or printed from the Claims Processing website if needed.

3. There is a location on the website where providers or staff may check to see when preprints were mailed out.
   Example: if a provider receives a monthly, preprint, they may check it at the approximate time the monthly is normally mailed rather than calling their RD staff or Central Office. (The website also has the option to receive an email when this information is updated.)

Speednote (Change)

Speednotes have been separated into two options, Speednote – EA and Speednote – CFS.

- **Speednote – EA (Economic Assistance)** is available from Detail Master Case and Detail Program Case.

- **Speednote – CFS (Children & Family Services)** is available from Detail Program Case, Detail Allegation and Detail Organization & Home Details.

Both types of Speednotes can be printed locally or in batch. If the case from which the Speednote is created is part of the Universal Caseload, the return address will display the ACCESSNebraska address and phone. If the Program Case is assigned, the return address will reflect the Assigned Workers information.

Document Imaging

Search Options (Change)

The following changes have been made to the Options section of the Document Imaging window:

- Search Options Drop Down Field – The available options are Week, 6 Months or Enter Dates. These options are updatable. Anytime staff want to change the option, they may do so.
  - Week
    - The default option when navigating to the Search Image window from List Master Case Alerts/Work Task window
    - Week will reflect the most current 7 days in the From and To fields

- o 6 Months
  - ▪ The default option when navigating from all windows except the List Master Case Alerts/Work Task window
- o Enter Dates
  - ▪ This option is selected when staff want to select a time period other an a week or 6 Months
  - ▪ The time period selected cannot exceed 180 days
- Prev and Next Buttons
  - o Only enabled when the Search Options drop down is Week or 6 Months
  - o Clicking these buttons will change the From and To fields to the Previous or Next week or next 6 month period, based on the Search Options field
    - ▪ The From date is always calculated
      - • The From date cannot be less than 11/01/2009
    - ▪ The To date can be changed
      - • The time period selected cannot exceed 180 days
      - • The To date cannot be greater than the current date

Note: There have not been any changes to the Perm ID search criteria. If the Perm ID Category is selected, From and To dates are not allowed. This search will return all Perm ID images.

List Image Window – Splitter Bars (Change)

When the splitter bars are moved on the List Image Window, the configuration will remain once the window is closed and display in the same configuration the next time the window is open. This has caused some viewing problems if the splitter bar was moved off the viewable screen. Because of this issue, the splitter bars will now be limited as to how far they will be able to be moved.
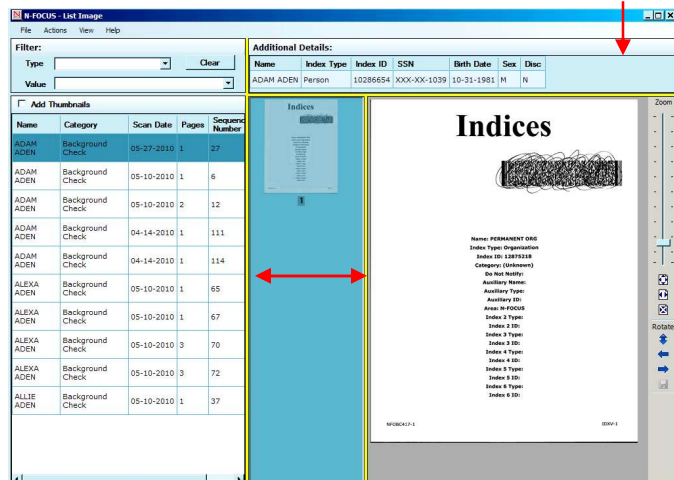
Children and Family Services

Detail School Attendance Window - Expected Graduation Date (New)

A State Ward can remain IV-E eligible if they are expected to graduate from High School or obtain their GED before age 19. To aid in CFS budgeting in determining whether the Ward obtained this goal, the following changes are being made to the Detail School Attendance window:

- Graduation Date field renamed as Expected Graduation Date.
- Attending Status field will have a new option of Graduated.
  - o Graduated will only be available for selection if the Grade Level equals Twelfth Grade or GED

- Entering a date in the End Date field is required if the Attending Status equals Graduated.
  - When the End Date is entered and the Attending Status field indicates Graduated, the End Date will be added to the Court Report under the heading of Developmental/Vocation/Education as the Actual Graduation Date.

Caller/Reporter (Change)

It is believed the Caller/Reporter Information is being deleted inadvertently by selecting the Remove Caller/Reporter button unintentionally. To prevent this from happening three changes are being implemented in November 2010.

- The Remove Caller/Reporter Button has been removed from the Caller/Reporter Information window:

- Remove Caller Reporter is now to be selected from the Action Drop Down on the Detail Intake Window

- The action Remove Caller Reporter is only available when the intake is in open status. The following confirmation message will display after selecting the action.

Add, Reopen, Register a UC Type Program Case In a Universal Caseload Office (Change)

The following program cases are Universal Caseload type Program Cases used by APS and Child Welfare:

Child Care (CC)
Social Services Aged/Disabled (SSAD)

When one of the Program Cases, listed above, is Registered, Added or Reopened from a Universal Caseload Office, the Program Case will automatically be created as a UC Program Case with a Mode designation of Interviewing, Processing or Change Management. When one of these programs is part of an APS Program or a Child Welfare Case Plan, the worker who added, reopened or registered the case will need to manually assign a Primary Worker. This action will change the Mode to Assigned.

Offices that will be part of the Universal Caseload effective November 14, 2010 include the following: Lincoln Local, Crete, York, Seward, or Wahoo Local Offices.

Mode Confirmation Windows (New)

One of the following Mode Confirmation windows may display when a Program Case is being registered, added, reopened or tied.

On the Program Case Mode Management confirmation window to the right, there is a Change Mode radio button available, however, if you attempt to change the Mode, the only available options are Interviewing, Processing or Change Management. To continue you will leave the default Mode as is and click the OK button to continue.
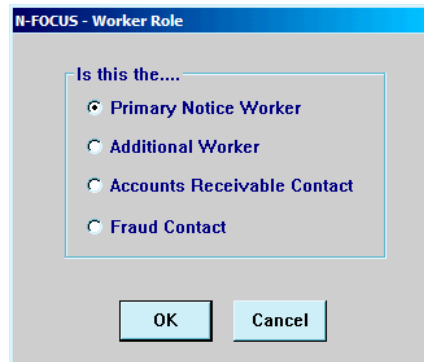

Once the Program Case has been registered, added or reopened, the Program Case will need to be assigned to a Primary Worker. This action will then change the Mode to Assigned.

On the Confirmation window to the right, will display when you Tie a Review Application and do not take an action on the case such as to Reopen the case. To accept Program Case Mode, follow these steps:

1. Select the Program row(s) in the Cases Available for Mode Change section.
   The Accept push button will become active.
2. Click the Accept push button.
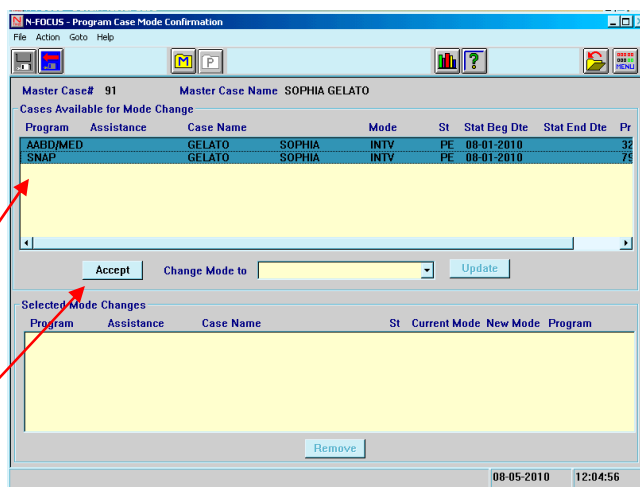
The Program row(s) will move to the Selected Mode Changes section.

3. Select Save and Close.

Changing Mode for a UC Program Case to Assigned (New)

Once the Program Case has been registered, added or reopened, the Program Case will need to be assigned to a Primary Worker. This action will then change the Mode to Assigned.

To do so, follow these steps:

1. Select the Program Case.
2. Click the Assignments icon.
   The Detail Master Case Assignments window will display.

3. Highlight the case.
4. Select Actions>Assign Office Position to Program Case(s)
   The Search Office Position window will display.
5. Enter the appropriate Search Criteria for the Worker who is to be assigned to the case.

6. Click Search.
   The Master Case Assignment Confirmation window will display.
7. Verify the correct Position is displayed.
8. Click Yes.
   The Worker Role pop up window will display.
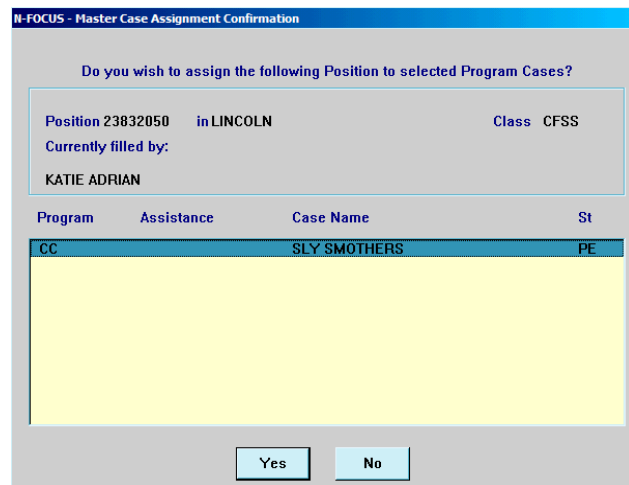9. Select the Primary Notice Worker radio button.
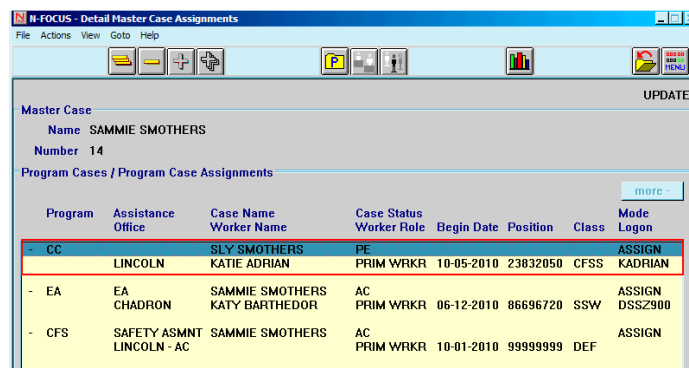
10. Click OK.
    The Detail Master Case Assignments window will display indicating the Mode for the case has been changed to Assigned to the selected Worker.

APS Allegation Narrative Subject (New)

To allow APS workers to document the basis for updating an allegation finding when the original finding had been related to a pending court action, a new subject selection of APS Allegation/Finding Update has been added.

Detail License Approval (Change)

Significant changes have been made in regard to documenting License/Approvals for Foster Care facilities. The following information provides an overview of those changes. For additional information, please refer to documentation located in the Lotus Notes Bulletin Boards>CWIS Training Desk Aids>Organization Maintenance.

Background Checks (Change)

For both Licenses and Approvals, all background checks must be completed within the past six months of the Effective Begin Date.

Note: **Before creating a new License/Approval be sure to document all appropriate Background Checks on N-FOCUS using the Background Checks icon on the Detail Organization window.**

Update License/Approval Status (Change)

When a License/Approval is set to Active Status, the Status Effective Date, set by the user, will cause the License/Approval Effective Begin Date to be the same date once the new status has been saved.

To Update the License/Approval Status, follow these steps from the Detail License Approval window:

1. Select the Actions menu and choose Update License/Approval Status.
   The Update License/Approval Status dialogue box displays.
2. Select New Status from the drop down list.
   Note: Be aware that if you create a license in Pending status with an Effective Begin Date in the future, you must enter that future Effective Begin Date manually on the Detail License/Approval window. The system automatically changes the status to Active on that date and prints the license WITHOUT any further action by you.
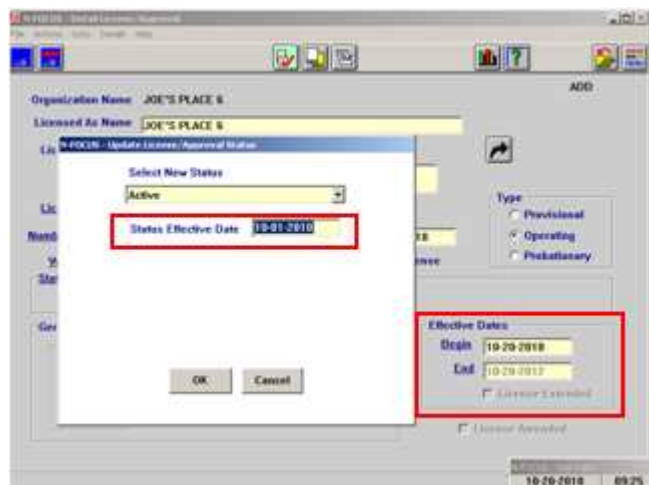3. Enter the Status Effective Date.
   Note: A new License/Approval cannot have an Effective Begin Date prior to the Effective End Date of the most recent license.

   - The date entered here will automatically become the Effective Begin Date on the License/Approval.
   - For a License, the Effective End Date will automatically default to two years from the Effective Begin Date.
   - For an Approval, the Effective End Date will automatically default to High Date.
   - For an Emergency Approval, the Effective End Date will automatically default to 60 days from the Effective Begin Date.
   - There will be an Action to Update the Effective End Date if there is a need to shorten the defaulted date.
4. Select OK.
   The Detail License/Approval window displays with the Effective Begin Date reflected of the date entered in the Status Effective Date field.

Effective End Date (Changes)

In the following circumstances, the Status Effective Date will be defaulted by the system:

Foster Care License
- The Effective End Date will default to two years from the Effective Begin date.
- This date can be changed to an earlier date with the Action>Update Effective End Date function.

Foster Care Approvals
- The Effective End Date will default to a "High Date".
- This date can be changed to an earlier date with the Action>Update Effective End Date function.

Emergency Approvals
- The Effective End Date will default to 60 days from the Effective Begin Date.
- This date can be changed to an earlier date with the Action>Update Effective End Date function.

License/Approval is set to Closed Status
- When a License/Approval is set to Closed Status, the Status Begin Date, set by the user, will also default to the License/Approval Effective End Date.
- This date will also display on the List License/Approval window.

License Extension (Change)

License Extensions will be limited to 3 a month time period, but can be extended multiple times. Only Central Office Staff will have security to extend a license.

License/Approval Amendment (Change)

On an Active License/Approval, the following fields can be amended without having to close the License/Approval:
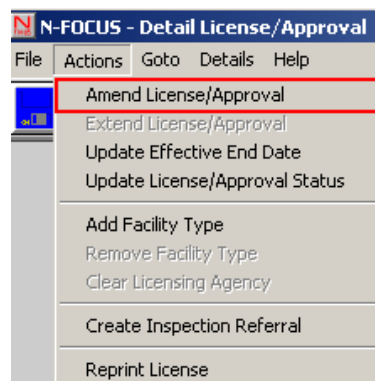
License
- Licensed As Name
- Type
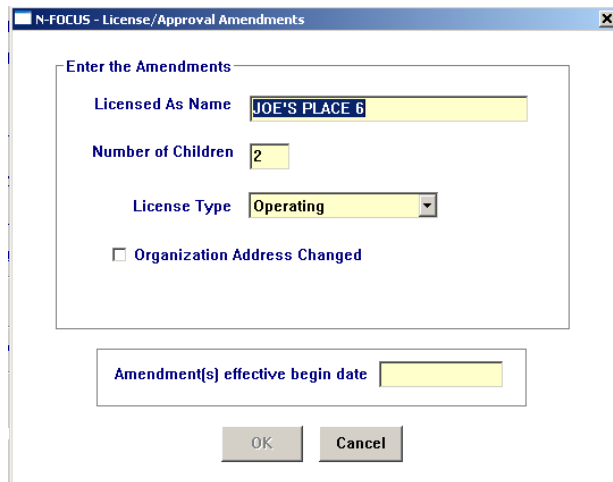- Number of Children
- Organization Address Changed

Approvals
- Number of Children

To amend an Active License/Approval, follow these steps:

1. From the Detail License/Approval window, select Actions>Amend License/Approval.
   The License/Approval Amendments window will display.

2. Make the appropriate changes.
3. Click OK.

Note: When a License is amended, a new license containing the newly amended information will be printed by the system that night.

License Approval Amendment History (Change)

A history of the amended licenses/approvals will be maintained by the system and can be viewed from either the List License/Approval window or the Detail License/Approval Window.

List License Approval – License/Approval History View (Change)

Select the license from the License/Approval List. The License/Approval History will display in the bottom section of the window.

Detail License/Approval – License/Approval Amendment History View (Change)

To view the License/Approval Amendment History from the Detail License/Approval window, select Details>Amendment History.

License Status Options (New)

The following new Status options have been added regarding licenses:

Foster Care License
- Active - Revocation Initiated
- Active - Revocation Appealed

Child Caring Agency, Child Placing Agency, and Group Home Licenses
- Active - Revocation Initiated
- Active - Revocation Appealed
- Active - Suspension Initiated
- Active - Suspension Appealed

Tribal Membership Inquiry Form (Change)

The Tribal Membership Inquiry Form is now only available from the Detail Program Case.

Tie Intake to APS Program Case (Fix)

The Tie Intake to APS Program Case function has been fixed. This means that a worker will be able to tie the Intake at the time an APS Program Case is established or immediately upon entering a Master Case that has an existing APS Program Case. It will no longer be necessary to wait to create the tie until after tying the APS Investigation to the Intake.

Service Authorization Pre-Print Document (Fix)

With the July Release the ability to Pre-Print from the Detail Service Authorization window was lost. This function has been fixed.

Activating and Saving IL Placements (Tip)

In order to activate the Save buttons on the Detail Placement window, after ALL other required fields on the window are completed, select the IL Address pushbutton and either enter an address or make a change to the address. If the address listed is already correct, any other change on the window can be made (Example – enter information in the directions field).

Expert System

Tie Application (Fix)

When N-FOCUS detected an application with the same Received Date, Form Type and Application Name during the Tie Application process from the Review/Recertification tab, the Tie Application pop up selection would need to be selected for each Program Case that was selected. This has been fixed. You no longer need to click OK multiple times on this window.